SPADE Administrative Note #94   A. Ollikainen
                                                  12 April 71

Crashes and What to do About Them

In order to prevent reoccurrences of the chaotic conditions evident
in the Sigma 7 room after a system crash, software malfunction, or
hardware malfunction, I suggest that the following guidelines be
used to aid in the resolution of these problems.

I. System crash

     a. Record circumstances in SEX log, being sure to include
        as much information as possible

     b. Contact
        1. Lou Nelson   54733
        2. C. Kline   52756
        3. A. Ollikainen   52381

     c. Tell the operator about it and wait for help to arrive.

     d. Tell the person you called about the problem and go away.
        (You may request the operator to inform you when system
        is available for use.)

     e. Go away.

II. Software malfunction

     a. Record circumstances in SEX log

     b. Contact
        1. Ari Ollikainen   52381
        2. Lou Nelson   54733

     c. If help is not immediately available, inform the operator.
        If problem is critical go to Ic.

     d. Go away.

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III. Hardware malfunction

    a. Record circumstances in Power Off/On log in machine room.

    b. Inform the operator, immediately. If operator is not available contact Ari Ollikainen, 52381.

    c. <u>Under no circumstances are users to attempt repair of any equipment without specific authorization from Ari Ollikainen.</u>